

Attendant Console



for Microsoft Teams

Administrator

Quick Reference Guide



MOMENTUM

Powered by

Landis

About Attendant Console for Microsoft Teams

The Landis Attendant Console for Microsoft Teams is an attendant console endpoint for Microsoft Teams that allows efficient call handling for receptionist users.

Administration - Getting Started

We have designed Attendant Console to be as simple as possible to setup and maintain.

Grant Admin Consent

Browse to <https://ac.landis.cloud>

Sign in with a Microsoft 365 Global administrator account.

<https://login.microsoftonline.com/organizations/v2.0/adminconsent>

This will allow Landis Attendant Console to operate in your Microsoft 365 environment. After the permission have been granted, you will be redirected back to the Attendant console login page.

Sign In

On the Attendant console login page, select the sign in button on the center of the page and authenticate with your Microsoft 365 (Microsoft Teams) account.

Enable Audio Device

After signing in with your credentials, you will be logged into the attendant console.

The browser will prompt to allow the web page to use your microphone. Select **Allow**.

Enable Optional Features

Enable unread voicemail count

Settings | Permissions tab | Grant consent for Mail.ReadBasic

Enable Voicemail Panel

Settings | Permissions tab | Grant consent for Mail.ReadWrite

Settings | Layout | Configure Layout | Under Voicemail, select a panel number | Apply

Enable Chat Consult Transfer

Learn more about how to work with *Enable Chat Consult Transfer* from the developer at:

<https://ac.docs.landis.cloud/appendix/enable-chat-consult-transfer>

Access Settings Policies

By default, no users will have access to configure settings policies. Follow the steps below to allow users to access the setting policies portal:

<https://portal.azure.com> | Enterprise Applications | Landis Attendant Console - API | Users and groups | Add user/group | Select a user or group | Select the Admin Settings role | Select the Assign button

The users should now be able to see a new option for Setting Policies when selecting the ellipsis button on the top right corner of Landis Attendant Console. If the option does not appear, sign out of Landis Attendant Console and sign in again.

Configuring Settings Policies

Ellipsis menu | Settings Policies

Settings policies will be applied in the following order from general to specific. The more specific policy will be applied to the user.

Application defaults (No policy applied)

Default policy and User level policy

Create a Policy

Settings policies tab | New

1. Give the policy a name and description (optional).
2. If the Is Default option is selected, all users will be assigned this policy unless another policy is assigned at the user level. Only one policy can be set as default.
3. Select the Configure Tab
4. Configure the appropriate settings. Each setting or group of setting have the option to be Admin Enforced.
5. When completed, select the Save policy changes button.

Assign a Policy to a User

Policy User Assignments tab

1. Select New
2. Select a Settings Policy
3. Enter a user's Azure Active Directory object ID in the User ID field
4. Click Save.

Settings

General


Settings | General

General

Column	Description
Language	Chooses the Language of the text in the application.
Theme	Light or dark mode. Default is light mode.

Notification Settings


Column	Description
Suppress Teams Notifications	If enabled, Teams desktop client call notifications will be suppressed. A restart of the application is required for this setting to take effect. (Desktop app only)
Max notifications to show	Max amount of Attendant Console notifications to show at one time. Default is four. (Desktop app only)
Focus on Incoming Call	If enabled, the application will become the active window when there is an incoming call. (Desktop app only)

 The Teams desktop application language is required to match the Landis Attendant Console language for the Teams call notifications to be suppressed.

Search

Configure Search Sources

The default search source is Entra ID Users.

 There can be multiple search sources of the same type with different configurations. Each search source will appear as another tab in the search panel.

Search Source Options

Name	Description	Link
Entra ID User Search	Also known as Active directory users or Microsoft 365 users.	https://learn.microsoft.com/en-us/graph/api/resources/user
Exchange Search	Personal Outlook contacts	https://learn.microsoft.com/en-us/graph/api/resources/contact
Global Exchange Contacts Search	Mail contacts. Also known as Active Directory contacts or organizational contacts.	https://learn.microsoft.com/en-us/graph/api/resources/orgcontact
External Search	Custom API Contacts	External Search

Search Source Configuration Details

Entra ID User Search

Active directory search will only search on display name and is a "begins with" search.

Column	Description
Search Source Display Name	Custom display name of search source.
Max Contact Search Results	The maximum amount of contacts returned from a search.

- i** By default, disabled user accounts are not returned in search results. If you would like disabled accounts to be displayed, enter the text below in the [Custom Settings](#) field:

```
{
  "key": "includeDisabledAccountsInAdSearch",
  "description": "Filter disabled user accounts in AD Search",
  "value": "false"
}
```

Exchange Search

Exchange search will only search on display name and is a "contains" search.

Column	Description
Search Source Display Name	Custom display name of search source.
Folder ID	The Exchange Mailbox contact folder ID.
User ID or UPN	The Azure active directory ID (GUID) or the user principle name of the mailbox. This can be a primary mailbox or a mailbox with delegated permissions.
Max Contact Search Results	The maximum amount of contacts returned from a search.

i To search your default personal contacts folder in your Exchange mailbox, the folder ID and User ID/UPN fields are not required.

To retrieve an Exchange contact folder ID:

1. Create a contacts folder in Outlook or OWA.
2. Browse to <https://developer.microsoft.com/en-us/graph/graph-explorer>
3. Sign in to Graph Explorer
4. Change the API URL to <https://graph.microsoft.com/v1.0/me/contactFolders>
5. Select "Modify permissions" tab. Verify consent has been granted to Contacts.Read. If not, consent.
6. Run Query
7. Copy the id of the appropriate contact folder and enter it into Folder ID field in Attendant Console.

Global Exchange Contacts

Additional permissions are required to enable global Exchange contacts. See [Permissions](#)

Global Exchange Contacts will only search on display name and is a "begins with" search.

Column	Description
Search Source Display Name	Custom display name of search source.
Max Contact Search Results	The maximum amount of contacts returned from a search.

External Search

External search can query your custom search API. The response from the API should return contact information that will be shown in the search panel.

For more information, see [External Search](#)

Column	Description
Search Source Display Name	Custom display name of search source.
External Contact Search URL	External API URL to query for search results.
Max Contact Search Results	The maximum amount of contacts returned from a search.

Search Pre-Filter

Column

Departments

Office Locations

Countries

Postal Codes

Job Titles

Given Names

Surnames

Display Names

Emails

User Principle Names

Configure Filters Item Lists

The custom names added to these fields will be listed as persistent filter options in the advanced search panel. Multiple filter options can be added to each field. Each option must be separated by a semicolon.

Example:

Configure filters items lists

Departments

Human Resources;Information Technology;Sales

These options will appear in the Advanced search filter:



Contacts

Contact Groups

The default contact group is a list of Entra ID Users that are relevant to the user. Each contact group can be either a dynamic group based on search terms, or users in a Teams team.

Contact Group Types

Name	Description	Link
Search Group	Entra ID Users. Also known as Active Directory users or Microsoft 365 users.	https://learn.microsoft.com/en-us/graph/api/resources/user
Teams Team Group	Users in a Teams team. 100 Contact limit.	https://learn.microsoft.com/en-us/graph/api/team-list-members
Exchange Group	Personal Exchange contacts	https://learn.microsoft.com/en-us/graph/api/resources/contact
Global Exchange Contacts Group	Mail contacts. Also known as Active Directory contacts or organizational contacts.	https://learn.microsoft.com/en-us/graph/api/resources/orgcontact

Contact Groups Configuration Details

New Search Group

This group type can only show Entra ID users.

i This is a search group: At least one filter parameter is required for contacts to appear in the group.

Column	Description
Display Name	Name of contact group
Max Contact Search Results	Max amount of contacts that will be displayed in the contact group.
Departments	Filter by Entra ID user departments.
Office Locations	Filter by Entra ID user office locations
Countries	Filter by Entra ID user countries.
Postal Codes	Filter by Entra ID user postal codes.
Company Names	Filter by Entra ID user company names.
Job Titles	Filter by Entra ID user job titles.
Given Names	Filter by Entra ID user given names.
Surnames	Filter by Entra ID user surnames.
Display Names	Filter by Entra ID user display names.
Emails	Filter by Entra ID user emails.
User Principle Names	Filter by Entra ID user principle names.

i Multiple search terms can be entered in each field separated by a semicolon. For example: Sales;Information technology;Human resources

New Teams Team Group

This group type can only show the users in the specified Teams team.

Column	Description
Display Name	Name of contact group
Select a Teams team	The members of the Teams team will appear in the contact group.

New Exchange Group

This group type can only show Exchange contacts.

i This is a search group: At least one filter parameter is required for contacts to appear in the group.

Column	Description
Display Name	Name of contact group
Max Contact Search Results	Max amount of contacts that will be displayed in the contact group.
Folder ID	The Exchange Mailbox contact folder ID.
User ID or UPN	The Azure active directory ID (GUID) or the user principle name of the mailbox. This can be a primary mailbox or a mailbox with delegated permissions.
Departments	Filter by user departments.
Office Locations	Filter by office locations.
Countries	Filter by user countries.
Postal Codes	Filter by user postal codes.
Company Names	Filter by company names.
Job Titles	Filter by user job titles.
Given Names	Filter by user given names.
Surnames	Filter by user surnames.
Display Names	Filter by user display names.
Emails	Filter by user emails.
User Principle Names	Filter by user principle names.

i Multiple search terms can be entered in each field separated by a semicolon. For example: Sales;Information technology;Human resources

New Global Exchange Contacts Group

Additional permissions are required to enable global Exchange contacts.

This group type can only show global Exchange contacts.

i This is a search group: At least one filter parameter is required for contacts to appear in the group.

Column	Description
Display Name	Name of contact group
Max Contact Search Results	Max amount of contacts that will be displayed in the contact group.
Company Names	Filter by user company names.
Job Titles	Filter by user job titles.
Given Names	Filter by user given names.
Surnames	Filter by user surnames.
Display Names	Filter by user display names.
Emails	Filter by user emails.
User Principle Names	Filter by user principle names.

i Multiple search terms can be entered in each field separated by a semicolon. For example: Sales;Information technology;Human resources

Default Selected Contact Group

This setting will configure the group that will automatically be selected when Attendant Console is loaded.

Contact Endpoint Order

This is the priority of contact methods evaluated when using the "CallDefault" button or double clicking a contact card. For example, if the first contact method listed is Teams, the Attendant Console will initiate a Teams call. If the user is not enabled for Teams, it will try the second contact method on the list and so on.

Customized Contact Layout Buttons

This setting will configure the buttons and order of buttons that are shown on contacts.

Customize Contact Layout Text

This setting will configure the text that is shown on contacts. There can be up to three lines of text on each contact. The text that is displayed on each line is configured by entering plain text and/or placeholders for the desired fields. A placeholder can be inserted by selecting a placeholder from the dropdown to the right of the field. The cursor position is saved and used for the insert.

Smart Separators and Labels

Smart separators and labels allow text to only show when needed.

- Smart separators are anything put inside curly braces that is not a recognized placeholder. Smart separators have the ability to intelligently be hidden when the placeholder to its left or right evaluates to an empty string. This only applies when the smart separator is directly against another curly braced item such as a placeholder.
- Labels are text put inside <> which is nested inside a curly braced field. In this case, the label will only show when the field accompanying it evaluates to text rather than an empty string.
- Plain text outside of curly braces will be displayed all the time.

Note: Multiple spaces will be ignored and treated as a single space.

Example: `{<Dept: >Department}{ - }{<Job Title: >JobTitle}`

In the example above, the "Dept: " label will only show if the department field is populated for the contact. The smart separator " - " will only show if the contact has both a department and a job title. The label "Job Title: " will only show if the job title field is populated for the contact.

Allow Saving Contact Notes

This setting is enabled by default. Disabling this setting will not allow users to save contact notes in the contact card panel.

Caller Info

Settings | Caller

Call Pop lookup URL

The call pop lookup URL is queried when there is an incoming call. The webpage will be shown in an IFrame on the call pop panel. The caller display name, caller number, queue name, and/or call ID can be included in the URL by using the supported placeholders. See example URL with placeholders below:

`https://apps.powerapps.com/play/b232?callernumber={callernumber}&displayname={displayname}&hidenavbar=true`

Open Call Pop In Browser

If selected, the above URL will be shown in a new browser tab instead of the call pop panel.

Transfer

Settings | Transfer

Transfer Mode on Answer

When a call is answered the specified transfer mode will automatically be selected. This will enable one click transfer.

Place Call On Hold on Begin Transfer

If this option is enabled, when a transfer mode is selected the call will immediately be placed on hold.

Call Button Visibility

These settings control what transfer options are available for calls.

Option	Description
Full	Transfer Button will be shown on the current call area.
Minimized	Transfer option will only be available on the "more" menu.
Disabled	Transfer option will not be available.

Call Back Messages

These fields allow customization of the call back chat, call back email, and chat consult transfer messages. Placeholders can be added to the text by selecting a placeholder from the "Add" drop down menu to the right of each text field. All fields can be reset to default by selecting the "Reset to default" button below each field.

Devices

Settings | Devices

Audio Devices


Option	Description
Speaker	Device speaker used for calls.
Microphone	Device microphone used for calls.
Ring	Speaker used for incoming call alerts.
Silence Incoming Ring	Option to disable incoming call alerts.
Silence Call Waiting Tone	Option to disable incoming call alerts when in an active call.
Make a test call	Initiates a call to an audio test service to verify your audio device is working correctly.

Utilize Headset Buttons (Preview)

USB audio device call control buttons allows the attendant console user to answer, disconnect, mute/unmute, and change volume by using the buttons on the audio device. The button locations may vary by model. Please refer to manufacturer documentation.

Requirements: Jabra USB Audio Device only (No other brands are supported at this time)

Enable Device Call Control Buttons

 The device buttons cannot be simultaneously enabled for both the Teams desktop client and Attendant Console because the applications will conflict.

Disable Device Buttons in Teams Desktop Client

1. In the Teams desktop client, open settings | Devices | Disable Sync device buttons

Enable Device Buttons in Attendant Console


1. Select the Devices Tab
2. Web browser only: Select Find and pair headsets | Select the headset on the browser notification | Connect
3. Select the Jabra device under Utilize headset buttons
4. Restart or refresh Attendant Console

Layout

Settings | Layout

Configure Layout

These options will allow the customization of each panel's size and location and what is displayed on each panel. There are multiple preconfigured layout options and an option for custom layout. Once the preferred layout has been selected, what is displayed on each panel can be configured. Each panel on the layout has a number assigned. These panel numbers can be selected for each of the options (Calls, Contact Search, etc.)

 The same panel number can be selected for multiple options. In this scenario, tabs will appear for each option on the top of the panel.

Panel Types

Name	Description
Calls	Panel where calls are handled.
Contact Search	Panel where search results are displayed.
Contact Groups	Panel where contact groups are displayed.
Contact Card	Panel where contact details are displayed.
Call Pop	Panel where call pop is displayed.
Teams Call Queues	Panel that includes a button that opens Teams queue webpage for agents to sign in/out of Teams queues.
Quick Access Shortcuts	Panel where quick access shortcut buttons are displayed.
Voicemail	Panel where voicemails are displayed.
External Site	Panel that displays a persistent webpage.

Custom Layout

There are eight predefined layouts available in the attendant console and the ability to configure a custom layout. Custom layouts are created in **JSON**.

To create a custom layout, select settings | layout | select a layout that is closest to the desired configuration. On the right, assign the desired panels to a panel reference number. Once that is completed, change the layout to Custom. The current panel layout will appear in the text box below the layout preview in JSON. Here the JSON can be edited to customize the layout.

Keyboard Shortcuts

Settings | Keyboard Shortcuts

Keyboard shortcuts can be configured to perform call candling actions. The actions are listed along with the shortcut key combination. When using the browser, keyboard shortcuts can only be used when the attendant console is the active window. When using the desktop application,

To clear a key combination, select the X to the right of the Action.

To change or enable a keyboard shortcut, select the name of an action and press the key combination desired. The key combination will appear in the key combination column. If the key combination does not appear, it is not an available key combination.

Other Shortcuts

Shortcut	
Ctrl+Alt+Shift+1	Export Logs
Ctrl + (plus)	Zoom In (Desktop app only)
Ctrl - (minus)	Zoom Out (Desktop app only)
Ctrl+0	Reset Zoom (Desktop app only)

Quick Access Shortcuts

Settings | Quick Access Shortcuts

Quick Access Shortcuts are buttons that allow a user to perform an action. These actions are customizable and are typically created to simplify a common action.

Call User Shortcut

This option can initiate a new call to a user/number specified or calls can be transferred to the user/number.

Option	Description
Shortcut Display Name	Name of shortcut displayed on button.
Description	Description of Action.
Keyboard Shortcut	Keyboard Shortcut that performs the action.
UPN or PSTN	The user principal name or phone number of the contact in E.164 format.

Open Webpage Shortcut

This option will open the specified webpage in the browser.

Option	Description
Shortcut Display Name	Name of shortcut displayed on button.
Description	Description of Action.
Keyboard Shortcut	Keyboard Shortcut that performs the action.
Webpage URL	The URL of the webpage that will be opened.

Execute HTTP Request Shortcut

This option will execute the specified HTTP method to the specified URI. The Headers and Body can also be specified.

Option	Description
Shortcut Display Name	Name of shortcut displayed on button.
Description	Description of Action.
Keyboard Shortcut	Keyboard Shortcut that performs the action.
HTTP Method	The HTTP Method: POST, GET, etc..
URI	URI of the request.
Headers	Headers included in the request.
Body	Body included in the request(optional).

Set Audio Device Shortcut

This option will set the active audio device used in Landis Attendant Console.

Option	Description
Shortcut Display Name	Name of shortcut displayed on button.
Description	Description of Action.
Keyboard Shortcut	Keyboard Shortcut that performs the action.
Microphone	Microphone that will be selected.
Speaker	Speaker that will be selected.

Set Teams (application) Presence Shortcut

This option will change the signed in user's Teams application Presence.

Option	Description
Shortcut Display Name	Name of shortcut displayed on button.
Description	Description of Action.
Presence	Teams Presence option that will be selected.
Duration in minutes (optional)	Duration of the Teams presence option that is selected before resetting.

Permissions


Settings | Permissions

Optional permissions that can be granted to enable more features.

Mail.ReadBasic: This will enable a voicemail icon on the top bar with unread voicemail count.

Mail.ReadWrite: This will enable the voicemail panel to retrieve voicemails and mark them as read when selected.

OrgContact.Read.All: This will enable the ability to search global Exchange Contacts and/or display global Exchange Contact groups.

 After granting consent to one or multiple permissions, all users will need to reauthenticate (Sign out and sign in) for the features to become available.

Advanced

Settings | Advanced

Logging Level

Logging level determines what level of logs are collected. If enabled, only the previous 15 min of logs are collected and can be exported.

Import/Export Settings

These options allow a user to import and export the current settings applied in attendant console.

Number Normalization Rules

Normalization rules are applied when a user enters a number in the search field. For example, if the user enters 7177330793, a normalization rule can translate the number to +17177330793. Regular expressions are used to match and translate a number.

Option	Description
Description	Description or name of normalization rule.
Pattern	Pattern to match
Translation	Translation of number after it has matched the pattern.
Normalize Contact Numbers	When a number is selected on a contact, the number will be normalized when the call is initiated.

! Normalization rules are also used in Teams tenant dial plans. Typically, the same rules apply to Landis Attendant Console. To view the normalization rules applied to a user in Teams, see: <https://docs.microsoft.com/en-us/powershell/module/skype/get-cseffectivetenantdialplan>

Custom Settings

Custom settings can be enabled by adding specific JSON objects to this field. Example: *USB Audio Device Call Control Buttons (Preview)*. After adding a custom setting, a restart or refresh of the application is required for the custom setting to be applied.

Enable Experimental Features

! Experimental features may change, break, or disappear at any time. Landis Technologies and Microsoft will not provide support for experimental features. Our technical support teams will not be able to help you with issues that may appear.

These features can be enabled by selecting the checkbox beside the experimental feature.

Experimental Feature	Description
Enable Transfer to Voicemail	<ol style="list-style-type: none"> Place a call in blind transfer mode. Find the transfer destination contact Select "..." button on the contact. Select the voicemail option. <p>Transfer to voicemail is only available for internal contacts.</p> <p>A contact's voicemail is not able to be called directly.</p> <p>This also enables send to voicemail option in chat consult transfer.</p>
Enable Music on Hold (deprecated)	<p>This option will play music when a caller is placed on hold.</p> <p>Disabling this feature will enable the supported production iteration of music on hold that is enabled by default.</p>

External Site URL

The external site URL is the website that is shown on the External Site panel. This panel can be enabled in the Layout tab in the settings. This website is required to be Iframe compatible.

Advanced Settings

Settings that roam with user and administrator can set the default and/or enforce.

Check the grid below:

Setting Code	Description	default/enforce	roaming
keyboardShortcutValues	Array of Keyboard shortcuts	YES	YES
layoutConfig	Layout Configuration	?? TBD	?? TBD
micDeviceInfo	selected microphone	NO	NO
speakerDeviceInfo	selected speakerphone	NO	NO
ringDeviceInfo	selected speaker for ring sound	NO	NO
ringDisabled	Disable ring sound	YES	YES
callPopLookupUrl	lookup url for callpop	YES	YES
defaultTransferMode	default transfer mode when a call is answered	YES	YES
holdOnTransferMode	call placed on hold as soon as a user puts it in a transfer mode	YES	YES
contactEndpointOrder	Order of contact endpoints to use when calling a user	YES	YES
contactLayoutButtons	buttons that show on contact card	YES	YES

contactLayoutTextBlocks	text that is show on a contact card	YES	YES
contactGroupsMulti	Array of Contact Groups	YES	YES
defaultSelectedContactGroup	Default selected contact group	YES	YES
contactSearchListsDefinitions	Array of contact search sources	YES	YES
buttonVisibleBlindTransfer	should blind transfer button be shown	YES	YES
buttonVisibleSafeTransfer	should safe transfer button be shown	YES	YES
buttonVisibleAddParticipant	should add participant button be shown	YES	YES
buttonVisibleConsultTransfer	should consult transfer button be shown	YES	YES
customSettings	array of custom settings	YES	YES
quickAccessShortcuts	Array of quick access shortcuts	YES	YES
normalizationRules	array of number normalization rules	YES	YES
future Theme Setting?		?? TBD	?? TBD

Desktop App Antivirus Exclusions

To prevent any interference of Landis Attendant Console, add the following executables to the "exclusion list" process in the antivirus software.

%localappdata%\Programs\landisattendantconsole\Landis Attendant Console.exe

%localappdata%\Programs\landisattendantconsole\resources\auxiliary\WindowHandler.exe

Alternatively, the following folder, subfolders, and contents can be excluded:

%localappdata%\Programs\landisattendantconsole

Desktop App Minimum Requirements

Windows PC:

Component	Minimum Requirement
Operating System	Windows 10 or 11
Processor	Dual core 1.1 GHz or faster
Hard Disk	2 GB of available space
Memory	8 GB RAM
Devices	Teams certified audio device

Enable Chat Consult Transfer

Chat consult transfer enables the attendant user to send an adaptive card to an internal user when performing a chat consult transfer. This adaptive card has options the user can select to accept or deny a call transfer. When the transfer recipient selects an option on the adaptive card, the status of the call will update on the calls panel. The transfer can be completed from the status area.

Upload Landis Attendant Console bot app in Teams Admin Portal.

Contact the provider for the Landis Attendant Console bot app zip file (7kb). Do not unzip the file.

1. Browse to Teams admin portal | Teams apps| Manage apps | Upload new app | Select the Landis Attendant Console bot file from the local files.
2. Verify the status of the app is allowed.
3. Deploy Landis Attendant Console bot to users in your organization

There are two ways to deploy the bot:

Option 1: Allow the bot to be deployed to users on demand

Browse to Teams admin portal | Teams apps | Manage apps | Select Landis Attendant Console Bot | Permissions tab | select Review permissions and consent button | Sign in with admin user | Accept the permissions. This will allow the bot to be automatically deployed to a user when the Attendant console user(s) initiate a chat consult transfer.

Option 2: Deploy the bot to all users with a policy

Browse to Teams admin portal | Teams apps | Setup policies - Add the Landis Attendant Console bot app to an existing policy or create a new policy and assign to users.

i Users that have the Landis Attendant Console bot app installed will be able to receive the chat consult transfer adaptive cards. If the attendant user tries to initiate a chat consult transfer with a user that does not have the Landis Attendant Console bot app installed, an error will appear in the attendant console.

Enable option in Landis Attendant Console

In Landis Attendant console, open settings | Transfer | Call Button Visibility

Under Chat Consult Transfer, select Full.

i Recommended: If "Enable Automatic Transfer from Hold" (Settings | Transfer tab) is enabled, the call transfer will automatically be initiated if the transfer recipient selects Accept or Send to Voicemail.

External Search

External search can query your custom search API and the response from the API can return contact information that will be shown in the search panel. A simple execution of this can be created by using Microsoft Flow.

External Search will send a HTTP POST to the specified URL. A JSON object with specific properties is sent in the body. The response body JSON array object(s) are expected to have specific property names.

Example HTTP POST Body

Only populated properties will be sent in the body.

```
{
  "searchTerm": "John Doe",
  "departments": [
    "Sales"
  ],
  "officeLocations": [
    "New York"
  ],
  "countries": [
    "USA"
  ],
  "jobTitles": [
    "Sales Manager"
  ],
  "postalCodes": [
    "10002"
  ],
  "givenName": [
    "John"
  ],
  "surname": [
    "Doe"
  ],
  "displayNames": [
    "John Doe"
  ],
  "mail": [
    "jdoe@contoso.com"
  ],
  "userPrincipalName": [
    "jdoe@contoso.com"
  ],
  "maxContactSearchResults": "20"
}
```

Example HTTP Response Body:

All properties are optional, and the values can be null.

Properties are case sensitive.

Properties that are not expected will be ignored.

```
[
  {
    "azureAdId": null,
    "givenName": "John",
    "surname": "doe",
    "displayName": "John doe",
    "userPrincipalName": "jdoe@contoso.com",
    "companyName": "Contoso",
    "jobTitle": "Sales Manager",
    "department": "Sales",
    "officeLocation": "New York",
    "emailAddress": "jdoe@contoso.com",
    "businessPhone": "810-653-3163",
    "mobilePhone": "810-653-3163",
    "preferredLanguage": null,
    "notes": null,
    "country": "USA"
  }
]
```

Integration Permissions

Landis Attendant Console Delegated:

offline_access: Maintain access to data you have given it access to

Get information about the logged in user.

Contacts.Read.Shared: Read user and shared contacts

Get shared Exchange contacts.

User.Read: Sign in and read user profile

Get Azure AD User info, such as name, email, phone, department, photo, manager, direct reports.

User.Read.All: Read all users' full profiles

Get Azure AD User info such as name, email, phone, department, photo, manager, direct reports.

Calendars.Read: Read user calendars

Get schedule (calendar) for Azure AD users.

Contacts.Read: Read user contacts

Get Exchange contacts.

openid: View user's email address

Required for sign in

email: View User's email address

Required for sign in

profile: View user's basic profile

Required for sign in

GroupMember.Read.All: Read group memberships

Get members in a Teams team for contact groups.

Presence.Read.All: Read presence information of all users in your organization

Get presence for Azure AD users.

ChatMessage.Send: Send user chat messages

Send a chat or chat callback remind to another user.

Chat.Create: Create chats

Create a chat in order to send a chat or chat callback remind to another user.

User.ReadBasic.All: Read all users' basic profiles

Get Azure AD User info, such as name, email, phone, department, photo, manager, direct reports.

Presence.ReadWrite: Read and write your presence information (Required on 4/6/22)

Get and change user defined Teams presence.

People.Read: Retrieve people who are most relevant to a user (Required on 4/6/22)

First run populate favorites contact group

Mail.ReadBasic: Read user basic mail (Optional)

Get the count of unread voicemails.

Mail.ReadWrite: Read and write access to your mail (Optional)

Get voicemail details and mark voicemails as read.

OrgContacts.Read.All: Read organizational contacts (Optional)

Search global Exchange contacts and/or display global Exchange Contact groups.

Landis Attendant Console – API Delegated:**Teams.ManageCalls: Manage calls in Teams**

Ability to answer/transfer calls etc.

Teams.ManageChats: Create, read, update, and delete one to one or group chat threads (Required on 8/22/22)

Manage chat threads for some call scenarios.

User.Read: Sign in and read user profile

Get Azure AD User info, such as name, email, phone, department, photo, manager, direct reports.

Network Recommendations

Access to the following FQDNs are required:

TCP: 443 ac.landis.cloud

TCP: 443 landisattendantconsole.service.signalr.net

TCP: 443 *.microsoftonline.com

Restricting Application Access

By default, all users *can* have access to Landis Attendant console, but this can be restricted in the Azure enterprise application registration. This is recommended since licenses are set per named user.

1. Browse to <https://portal.azure.com>
2. Search for Enterprise applications
3. Search for "Landis Attendant Console"
4. Select "Landis Attendant Console" from the list.
5. Select properties on the left side
6. Enable "Assignment Required".
7. Save.
8. Select "Users and Groups" on the left side.
9. Add the users that should have access to Landis Attendant console only.

Supported Audio Devices

Landis Attendant Console supports any headsets that are certified for Microsoft Teams.

Handsets are not supported at this time.

There are known limitations with USB audio devices.

USB device buttons do not control calls (use the keyboard hotkeys/shortcuts instead)

Supported Browsers

The three most recent versions of the browsers listed below are supported.

- Edge for Windows & Mac
- Chrome for Windows & Mac
- Mobile operating systems including iOS and Android are **not** supported.